

tips and tricks

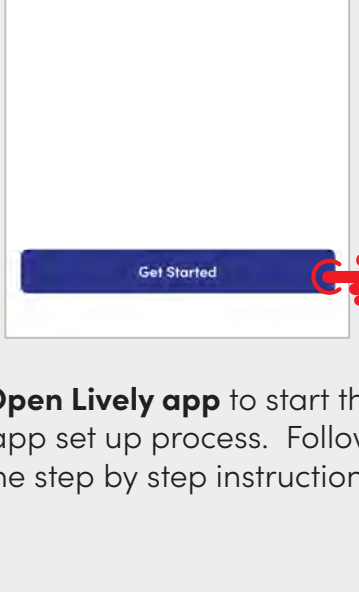
# Getting started with the Lively app and Apple Watch



## Install Lively app.



Go to the Apple App Store and download the Lively app to your iPhone.



Open Lively app to start the app set up process. Follow the step by step instructions.

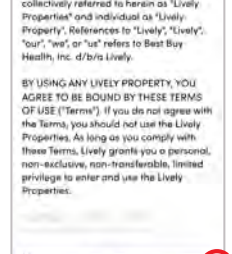
## Verify account.



Enter the number associated with your Health & Safety account. Tap "Submit".

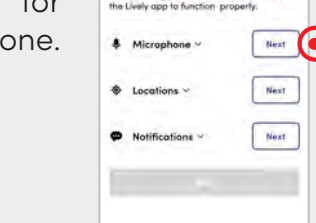


Enter the one-time code sent via text message and tap "Continue".

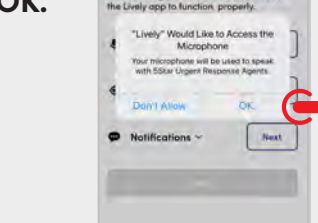


Scroll to read Lively app's terms and conditions or Tap "Skip to bottom", then tap "Accept".

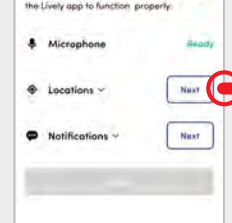
## Accept the Lively app permissions and make a test call.



Tap "Next" for Microphone.



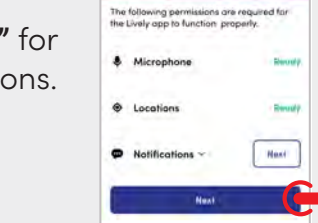
Tap "OK."



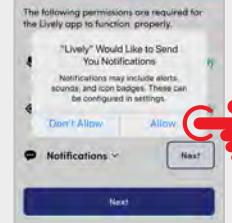
Tap "Next" for Locations



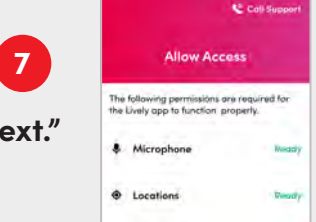
Tap "Allow While Using App."



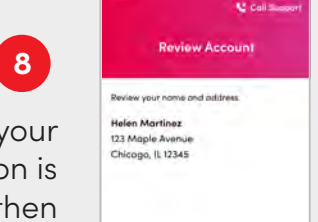
Tap "Next" for Notifications.



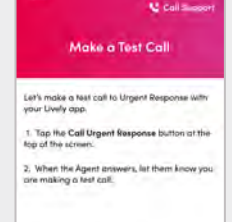
Tap "Allow."



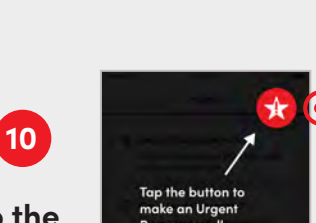
Tap "Next."



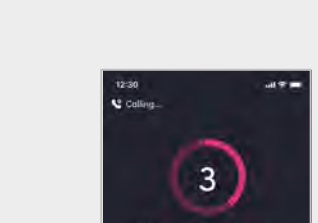
Confirm your information is correct and then Tap "Confirm account info"



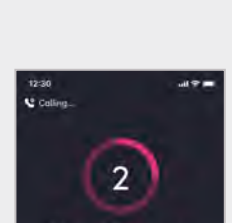
Tap "I'm ready to make a call"



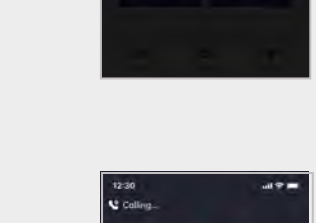
Tap the "Urgent Response" button"



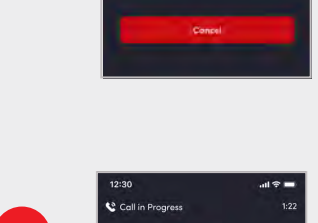
You're now connected to Urgent Response. Simply tell Agent you are making a test call.



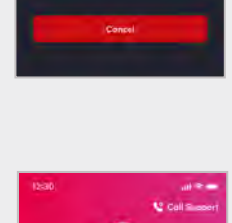
The Lively app setup is complete. Tap "Go to Home Screen."



Tap the "Urgent Response" button"

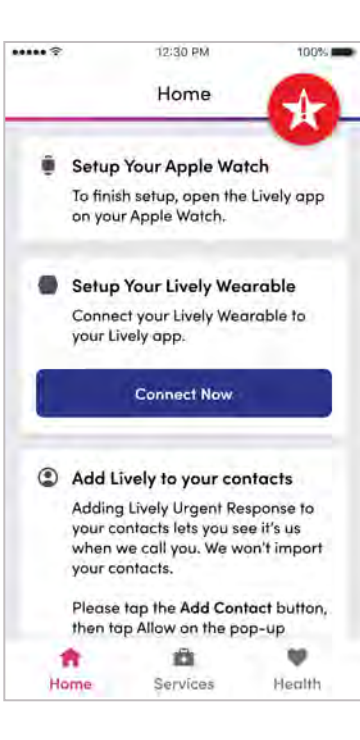


You're now connected to Urgent Response. Simply tell Agent you are making a test call.

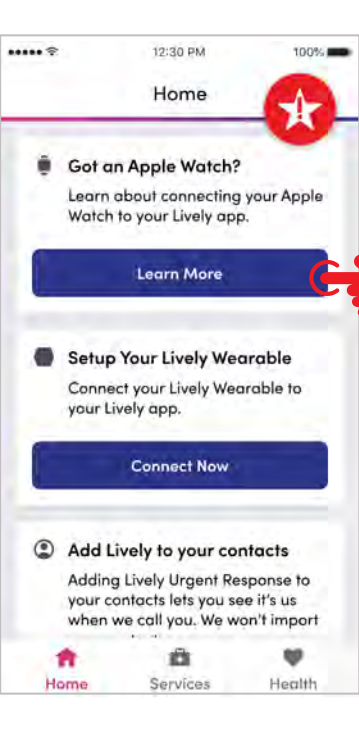


The Lively app setup is complete. Tap "Go to Home Screen."

## Pair the watch.

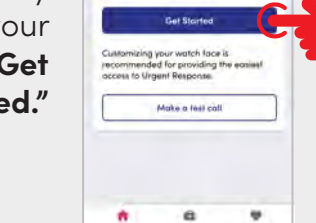


If your Apple Watch and iPhone are already paired you will see this screen. This step is complete.



If your Apple Watch and iPhone are not paired you will see this screen. Tap on "Learn More" to pair your Apple Watch and your iPhone.

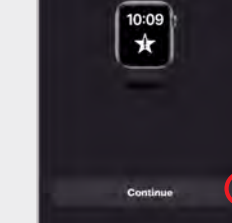
## Add Urgent Response button to your watch face.



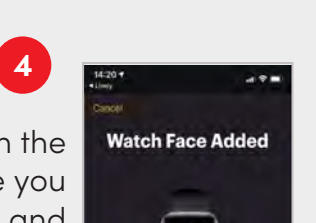
From the Lively app on your iPhone, tap "Get Started."



Select one of the four watch faces and tap "Add Apple Watch Face."



After selecting the watch face you want, tap "Continue."



Confirm the watch face you want to add and tap "Done."

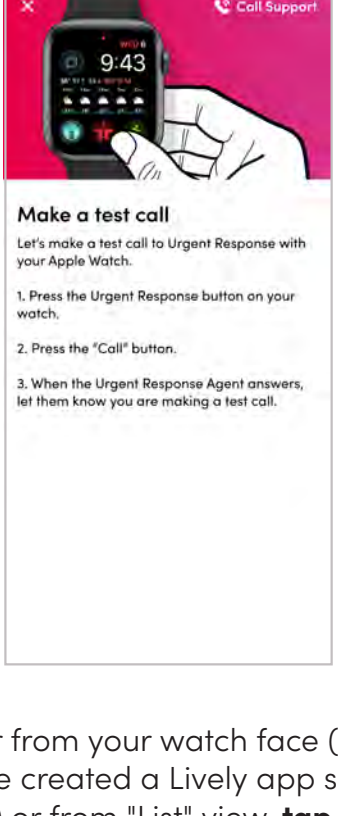


Open Lively app and "Make a test call".

## Make a test call from your Apple Watch.



OR



In the "Honeycomb" view, tap the Lively app button and then tap the Urgent Response button to complete a test call.

Either from your watch face (if you have created a Lively app short cut) or from "List" view, tap the Urgent Response button to complete a test call.

## How Urgent Response works on your cellular watch.



When you need help, press the Urgent Response button on your Apple Watch.\*



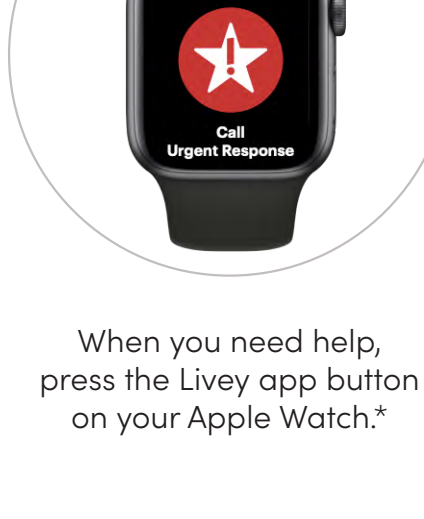
Press "Call" button to reach an Urgent Response Agent who will confirm your location and stay on the line until your situation is resolved.



Agents can call emergency services, get roadside assistance, or contact family.

\*Urgent Response calls are initiated through your cellular Apple Watch, however you will need to make sure your Apple Watch is within range of cellular service when placing a call to Urgent Response.

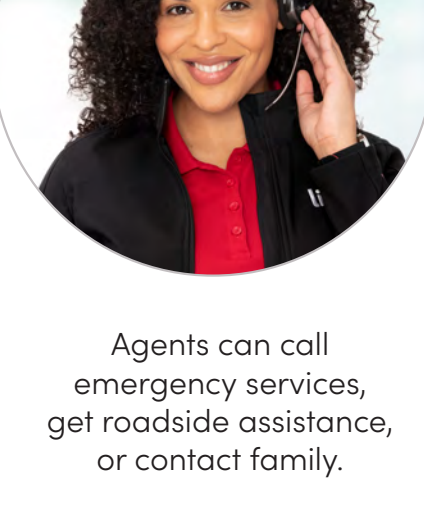
## How Urgent Response works on your GPS watch



When you need help, press the Lively app button on your Apple Watch.\*



Press "Call" button to reach an Urgent Response Agent through your iPhone who will confirm your location and stays on the line until your situation is resolved.



Agents can call emergency services, get roadside assistance, or contact family.

\*Urgent Response calls are initiated through your WiFi enabled Apple Watch, however you will need to make sure your iPhone is within range of your watch and your phone has cellular service when placing a call to Urgent Response.